

BAB V

KESIMPULAN DAN SARAN

5.1. Kesimpulan

Berdasarkan hasil analisis data yang telah dilakukan pada bab sebelumnya, maka diperoleh kesimpulan sebagai berikut :

1. Kesimpulan karakteristik responden adalah:

1.1. Karakteristik responden berdasarkan Jenis Kelamin

Dari total keseluruhan responden berdasarkan jenis kelamin, mayoritas responden yang menjadi obyek dalam penelitian ini adalah laki-laki yaitu sebanyak 72 orang atau sebesar 72% dan sisanya sebanyak 28 orang atau sebesar 28% adalah perempuan. Berdasarkan hasil analisis uji beda yang telah dilakukan, diketahui bahwa antara laki-laki dan perempuan terdapat perbedaan penilaian untuk dimensi persepsi *tangibles*, dengan tingkat signifikansi sebesar $0,038 < 0,05$ ($\alpha = 5\%$) mengindikasikan bahwa selisih angka *mean* antara laki-laki dan perempuan untuk dimensi tersebut bersifat nyata. Karena angka *mean* laki-laki lebih besar dibandingkan perempuan ($3,82 > 3,57$), maka hal ini menandakan bahwa persepsi responden laki-laki terhadap dimensi *tangibles* lebih mendekati ekspektasinya dibandingkan responden perempuan.

1.2. Karakteristik responden berdasarkan Usia

Dari total keseluruhan responden berdasarkan usia, mayoritas responden dalam penelitian ini berusia antara 36-45 tahun yaitu 40 (40%) responden, kemudian kelompok usia 46 tahun keatas yaitu 27 (27%) responden, kelompok usia 26-35 tahun 19 (19%) responden, dan kelompok usia 17-25 tahun keatas 14 (14%) responden. Berdasarkan hasil analisis uji beda yang telah dilakukan, diketahui bahwa diantara keempat varian range usia tersebut tidak terdapat perbedaan penilaian dimensi kualitas layanan yang signifikan, karena keempatnya memiliki tingkat signifikansi $> 0,05$ ($\alpha = 5\%$).

1.3. Karakteristik responden berdasarkan Pekerjaan

Dari total keseluruhan responden berdasarkan pekerjaan dapat disimpulkan bahwa responden didominasi oleh kelompok Wiraswasta yaitu 66 (66%) responden, kemudian kelompok Karyawan Swasta yaitu 17 (17%) responden, kelompok Pelajar / Mahasiswa 14 (14%) responden, dan kelompok Lain-lain 3 (3%) responden. Berdasarkan hasil analisis uji beda yang telah dilakukan, diketahui bahwa antara keempat varian jenis pekerjaan tersebut terdapat perbedaan penilaian untuk dimensi ekspektasi *empathy*, Dengan tingkat signifikansi sebesar $0,026 < 0,05$ ($\alpha = 5\%$) mengindikasikan bahwa selisih angka *mean* di antara keempat jenis pekerjaan tersebut bersifat nyata. Karena angka *mean* pelajar / mahasiswa lebih besar dibandingkan wiraswasta, karyawan swasta dan lain-lain, maka hal ini menandakan bahwa ekspektasi responden pelajar / mahasiswa terhadap dimensi *empathy* lebih besar dibandingkan tiga jenis pekerjaan yang lainnya.

2. Kesimpulan Analisis Dimensi Kualitas Layanan Pembentuk Kepuasan Konsumen

P.T Garuda Indonesia Airlines.

Kesimpulan yang dapat diambil dari analisis *paired sample t-test* adalah bahwa dilihat secara keseluruhan, konsumen P.T Garuda Indonesia Airlines tidak puas. Sebab kelima dimensi kualitas pelayanan yang terdiri dari *tangibles*, *reliability*, *responsiveness*, *assurance* dan *empathy* tidak membentuk kepuasan konsumen yang menggunakan jasa milik maskapai penerbangan P.T Garuda Indonesia Airlines. Hal ini dapat disimpulkan dari hasil perbandingan antara persepsi dan ekspektasi responden yang menunjukkan bahwa persepsi mereka lebih kecil dibandingkan ekspektasi mereka, dengan tingkat signifikansi sebesar $0,000 < 0,05$ ($\alpha = 5\%$), mengindikasikan bahwa selisih angka antara persepsi dan ekspektasi tersebut bersifat nyata.

Namun jika dilihat dari analisis *paired sample t-test* per dimensi, dapat disimpulkan bahwa ada tiga dimensi yang membentuk kepuasan konsumen P.T Garuda Indonesia Airlines, yaitu *reliability*, *assurance* dan *empathy*. Dengan tingkat signifikansi untuk masing-masing dimensi tersebut yaitu $0,05 = 0,05$ ($\alpha = 5\%$); $0,074 > 0,05$ ($\alpha = 5\%$), dan $0,126 > 0,05$ ($\alpha = 5\%$) mengindikasikan bahwa selisih angka antara persepsi dan ekspektasi untuk ketiga dimensi tersebut bersifat tidak nyata.

5.2. Saran

Berdasarkan hasil penelitian yang telah dilakukan, maka penulis mencoba memberikan saran yang mungkin dapat dijadikan bahan pertimbangan oleh perusahaan. Saran yang dapat diberikan penulis adalah:

P.T Garuda Indonesia Airlines harus tetap mempertahankan layanannya yang berkaitan dengan dimensi *reliability*, *assurance* dan *empathy* misalnya, jadwal terbang dan tiba di tujuan sesuai dengan waktu yang dijanjikan, para awak kabin pesawat bersikap sopan dan cepat tanggap dalam merespon permintaan atau pertanyaan penumpang, dan sebagainya karena ketiga dimensi yang dimiliki P.T Garuda Indonesia Airlines tersebut telah terbukti dapat membentuk kepuasan konsumen, sehingga apabila tetap dipertahankan maka akan terjadi kepuasan dihati konsumen yang secara otomatis akan berimbas kepada penjualan jasa yang meningkat.

Tetapi meskipun ketiga dimensi yang disebutkan di atas terbukti dapat membentuk kepuasan konsumen P.T Garuda Indonesia Airlines, dua dimensi lainnya di dalam dimensi kualitas layanan yaitu *tangibles* dan *responsiveness* harus tetap diperhatikan dan diperbaiki agar dapat menambah nilai P.T Garuda Indonesia Airlines di benak konsumen, meningkatkan daya saing dengan maskapai penerbangan lainnya, serta lebih meningkatkan kepuasan konsumen secara keseluruhan. Selain itu kesesuaian pengorbanan pelanggan harus selalu seimbang dengan kualitas layanan dan fasilitas yang diperoleh sehingga kepuasan pelanggan akan tetap terjaga untuk terciptanya minat beli ulang yang semakin meningkat.

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KUESIONER

Dengan hormat,

Dalam rangka pengumpulan data yang diperlukan untuk menyelesaikan tugas akhir (skripsi) maka saya memohon kesediaan anda untuk mengisi kuesioner ini. Kuesioner ini ditujukan untuk mengetahui kepuasan konsumen atas kualitas pelayanan P.T Garuda Indonesia Airlines.

Atas bantuannya saya ucapkan terima kasih.

A. Bagian 1

Berilah tanda cek (✓) pada jawaban dari tiap pertanyaan berikut ini

1. Jenis kelamin :

() Pria

() Wanita

2. Usia anda sekarang :

() 17-25 tahun

() 26-35 tahun

() 36-45 tahun

() > 46 tahun

3. Pekerjaan anda sekarang :

() Pelajar / Mahasiswa

() Karyawan swasta

() Wiraswasta

() Lainnya, sebutkan...

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Reliability Ekspektasi_Tangibles

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.821	4

Item Statistics

	Mean	Std. Deviation	N
ET1	4.37	.490	30
ET2	4.53	.507	30
ET3	4.40	.498	30
ET4	4.57	.504	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ET1	13.50	1.707	.512	.832
ET2	13.33	1.402	.784	.706
ET3	13.47	1.637	.563	.811
ET4	13.30	1.459	.731	.733

Reliability Ekspektasi_Reliability Sebelum Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.720	5

Item Statistics

	Mean	Std. Deviation	N
ER1	4.43	.504	30
ER2	4.47	.507	30
ER3	4.57	.504	30
ER4	4.53	.507	30
ER5	4.57	.504	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ER1	18.13	1.982	.548	.645
ER2	18.10	2.300	.296	.742
ER3	18.00	1.862	.652	.601
ER4	18.03	2.102	.444	.687
ER5	18.00	2.069	.476	.674

Reliability Ekspektasi_Reliability Sesudah Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.742	4

Item Statistics

	Mean	Std. Deviation	N
ER1	4.43	.504	30
ER3	4.57	.504	30
ER4	4.53	.507	30
ER5	4.57	.504	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ER1	13.67	1.402	.539	.681
ER3	13.53	1.361	.583	.656
ER4	13.57	1.495	.441	.736
ER5	13.53	1.361	.583	.656

Reliability Ekspektasi_Responsiveness

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.799	4

Item Statistics

	Mean	Std. Deviation	N
ERS1	4.57	.504	30
ERS2	4.57	.504	30
ERS3	4.33	.479	30
ERS4	4.53	.507	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ERS1	13.43	1.426	.666	.720
ERS2	13.43	1.495	.595	.756
ERS3	13.67	1.609	.529	.786
ERS4	13.47	1.430	.655	.726

Reliability Ekspektasi_Assurance Sebelum Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.624	5

Item Statistics

	Mean	Std. Deviation	N
EA1	4.43	.568	30
EA2	4.50	.509	30
EA3	3.87	1.106	30
EA4	4.57	.504	30
EA5	4.47	.507	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
EA1	17.40	3.352	.457	.540
EA2	17.33	3.747	.315	.601
EA3	17.97	2.309	.326	.702
EA4	17.27	3.306	.582	.502
EA5	17.37	3.482	.469	.545

Reliability Ekspektasi_Assurance Sesudah Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.702	4

Item Statistics

	Mean	Std. Deviation	N
EA1	4.43	.568	30
EA2	4.50	.509	30
EA4	4.57	.504	30
EA5	4.47	.507	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
EA1	13.53	1.361	.472	.651
EA2	13.47	1.568	.379	.702
EA4	13.40	1.283	.677	.519
EA5	13.50	1.500	.444	.664

Reliability Ekspektasi_Empathy Sebelum Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.774	4

Item Statistics

	Mean	Std. Deviation	N
EE1	4.57	.568	30
EE2	4.57	.504	30
EE3	4.63	.490	30
EE4	4.53	.507	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
EE1	13.73	1.306	.719	.636
EE2	13.73	1.513	.642	.686
EE3	13.67	1.540	.642	.687
EE4	13.77	1.840	.337	.834

Reliability Ekspektasi_Empathy Sesudah Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.834	3

Item Statistics

	Mean	Std. Deviation	N
EE1	4.57	.568	30
EE2	4.57	.504	30
EE3	4.63	.490	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
EE1	9.20	.717	.831	.622
EE2	9.20	.993	.590	.866
EE3	9.13	.947	.684	.782

Reliability Persepsi_Tangibles

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.714	4

Item Statistics

	Mean	Std. Deviation	N
PT1	4.07	.450	30
PT2	4.23	.679	30
PT3	4.23	.568	30
PT4	3.60	.894	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PT1	12.07	2.961	.440	.698
PT2	11.90	2.300	.526	.636
PT3	11.90	2.369	.658	.574
PT4	12.53	1.844	.494	.698

Reliability Persepsi_Reliability Sebelum Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.801	5

Item Statistics

	Mean	Std. Deviation	N
PR1	3.77	1.040	30
PR2	4.10	.803	30
PR3	3.50	1.042	30
PR4	3.37	1.245	30
PR5	3.30	1.149	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PR1	14.27	11.513	.458	.800
PR2	13.93	13.720	.246	.844
PR3	14.53	10.120	.697	.728
PR4	14.67	8.506	.794	.685
PR5	14.73	9.306	.742	.708

Reliability Persepsi_Reliability Sesudah Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.844	4

Item Statistics

	Mean	Std. Deviation	N
PR1	3.77	1.040	30
PR3	3.50	1.042	30
PR4	3.37	1.245	30
PR5	3.30	1.149	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PR1	10.17	9.385	.510	.867
PR3	10.43	8.392	.702	.793
PR4	10.57	6.875	.811	.739
PR5	10.63	7.826	.711	.787

Reliability Persepsi_Responsiveness

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.861	4

Item Statistics

	Mean	Std. Deviation	N
PRS1	3.93	.944	30
PRS2	3.97	.928	30
PRS3	4.07	.828	30
PRS4	3.97	.964	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PRS1	12.00	5.655	.660	.843
PRS2	11.97	5.482	.730	.814
PRS3	11.87	5.913	.724	.819
PRS4	11.97	5.344	.727	.816

Reliability Persepsi_Assurance Sebelum Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.583	5

Item Statistics

	Mean	Std. Deviation	N
PA1	4.07	.583	30
PA2	4.23	.679	30
PA3	4.67	.479	30
PA4	4.33	.479	30
PA5	3.80	.961	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PA1	17.03	2.861	.452	.474
PA2	16.87	2.671	.433	.473
PA3	16.43	4.116	-.130	.700
PA4	16.77	3.220	.374	.524
PA5	17.30	1.597	.647	.280

Reliability Persepsi_Assurance Sesudah Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.700	4

Item Statistics

	Mean	Std. Deviation	N
PA1	4.07	.583	30
PA2	4.23	.679	30
PA4	4.33	.479	30
PA5	3.80	.961	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PA1	12.37	2.792	.505	.632
PA2	12.20	2.648	.456	.654
PA4	12.10	3.059	.493	.654
PA5	12.63	1.689	.602	.584

Reliability Persepsi_Empathy Sebelum Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.623	4

Item Statistics

	Mean	Std. Deviation	N
PE1	2.80	1.297	30
PE2	3.43	1.040	30
PE3	3.77	1.006	30
PE4	3.93	.980	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PE1	11.13	5.154	.349	.611
PE2	10.50	4.879	.638	.376
PE3	10.17	5.109	.609	.406
PE4	10.00	7.379	.104	.732

Reliability Persepsi_Empathy Sesudah Revisi

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.732	3

Item Statistics

	Mean	Std. Deviation	N
PE1	2.80	1.297	30
PE2	3.43	1.040	30
PE3	3.77	1.006	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PE1	7.20	3.338	.498	.745
PE2	6.57	3.633	.672	.516
PE3	6.23	4.185	.530	.679

No.	ET1	ET2	ET3	ET4	AVERAGE_ET	ER1
1	4	4	4	4	4	4
2	4	4	4	4	4	4
3	4	4	4	4	4	4
4	4	4	4	5	4	5
5	4	4	4	4	4	5
6	4	4	4	4	4	4
7	4	4	4	4	4	4
8	4	4	4	4	4	4
9	5	5	5	5	5	5
10	5	5	4	5	4	5
11	5	5	5	5	5	5
12	4	5	5	5	4	5
13	5	5	5	5	5	5
14	5	5	5	5	5	4
15	4	5	5	5	4	5
16	4	4	4	4	4	4
17	5	5	5	5	5	4
18	4	4	4	4	4	4
19	5	5	5	5	5	5
20	4	5	5	5	4	5
21	5	5	5	5	5	4
22	4	5	4	5	4	5
23	4	4	4	4	4	4
24	4	4	5	4	4	4
25	4	5	4	5	4	5
26	5	5	4	5	4	4
27	4	5	4	5	4	4
28	5	4	4	4	4	5
29	5	4	5	4	4	4
30	4	5	4	5	4	4
31	4	4	4	5	4	4
32	4	4	4	4	4	4
33	5	4	4	4	4	4
34	4	5	5	4	4	4
35	4	5	4	4	4	4
36	5	4	4	5	4	4
37	4	4	4	4	4	4
38	5	4	4	4	4	4

No.	ET1	ET2	ET3	ET4	AVERAGE_ET	ER1
39	4	5	5	5	4	5
40	5	5	5	5	5	5
41	4	5	5	5	4	5
42	5	5	5	5	5	4
43	5	5	5	5	5	5
44	4	4	5	4	4	5
45	4	5	5	4	4	4
46	5	4	5	5	4	4
47	4	4	5	5	4	5
48	4	4	4	4	4	4
49	5	5	5	5	5	5
50	5	5	4	5	4	4
51	4	4	4	5	4	5
52	4	5	5	4	4	4
53	4	4	4	4	4	4
54	4	4	4	5	4	4
55	5	5	5	5	5	4
56	4	4	5	4	4	5
57	4	4	4	5	4	3
58	5	5	5	5	5	5
59	4	4	4	4	4	5
60	4	4	5	4	4	4
61	4	3	4	4	3	4
62	5	4	4	5	4	4
63	4	5	4	4	4	5
64	4	5	4	4	4	4
65	5	5	4	4	4	4
66	4	5	4	4	4	5
67	4	4	4	4	4	4
68	5	4	4	4	4	5
69	5	4	5	5	4	4
70	5	5	4	5	4	5
71	5	2	5	5	4	4
72	4	4	5	5	4	5
73	4	5	5	5	4	5
74	5	5	5	5	5	4
75	5	4	5	5	4	4
76	5	4	5	5	4	5

No.	ET1	ET2	ET3	ET4	AVERAGE_ET	ER1
77	5	5	5	5	5	4
78	5	5	4	4	4	4
79	5	5	5	5	5	5
80	5	4	5	4	4	5
81	5	4	5	5	4	4
82	4	4	5	4	4	4
83	4	4	4	4	4	4
84	4	4	4	5	4	4
85	4	5	4	4	4	4
86	5	5	4	4	4	4
87	4	5	4	4	4	4
88	4	3	4	4	3	5
89	4	3	4	4	3	4
90	4	3	4	4	3	4
91	4	5	5	5	4	4
92	5	5	4	5	4	4
93	4	5	5	5	4	4
94	4	4	5	5	4	5
95	5	4	5	5	4	4
96	4	5	5	5	4	4
97	5	5	5	5	5	5
98	4	4	5	5	4	5
99	4	4	5	5	4	5
100	5	5	4	4	4	5

No.	ER2	ER3	ER4	AVERAGE_ER	ERS1	ERS2
1	4	5	4	4	4	4
2	4	4	4	4	4	5
3	4	4	4	4	4	4
4	5	4	4	4	4	4
5	4	4	4	4	4	4
6	4	5	4	4	4	4
7	4	4	5	4	4	4
8	4	4	4	4	4	4
9	5	5	5	5	5	5
10	5	5	5	5	4	5
11	5	5	5	5	5	5
12	5	5	5	5	5	5
13	5	5	5	5	5	5
14	5	4	4	4	5	5
15	5	4	4	4	5	5
16	5	5	5	4	5	5
17	5	5	4	4	5	5
18	4	4	4	4	4	4
19	5	5	5	5	5	5
20	5	5	5	5	5	4
21	4	5	5	4	5	5
22	5	4	5	4	5	4
23	4	4	4	4	4	4
24	4	5	5	4	4	5
25	5	5	5	5	5	5
26	5	4	5	4	5	5
27	4	5	5	4	5	5
28	5	5	5	5	5	4
29	4	4	4	4	4	5
30	5	4	5	4	5	4
31	4	4	4	4	4	4
32	4	4	4	4	4	4
33	4	4	4	4	4	4
34	4	4	5	4	4	4
35	4	4	4	4	4	4
36	4	4	4	4	4	5
37	4	4	4	4	4	4
38	4	4	4	4	4	4

No.	ER2	ER3	ER4	AVERAGE_ER	ERS1	ERS2
39	5	5	5	5	5	5
40	5	4	5	4	4	4
41	5	5	5	5	4	5
42	5	5	5	4	5	5
43	5	5	5	5	5	5
44	5	5	5	5	5	5
45	5	5	5	4	5	5
46	4	3	4	3	3	5
47	5	5	5	5	4	5
48	4	4	4	4	4	4
49	5	5	5	5	5	5
50	5	5	3	4	4	5
51	5	5	5	5	5	4
52	5	4	5	4	4	4
53	4	4	4	4	5	4
54	4	5	4	4	5	4
55	5	4	5	4	5	5
56	5	4	5	4	5	4
57	5	4	5	4	5	5
58	4	4	4	4	3	5
59	4	5	4	4	4	5
60	5	4	5	4	5	4
61	4	4	5	4	5	4
62	4	3	4	3	4	5
63	4	4	4	4	4	5
64	5	5	4	4	5	4
65	5	4	4	4	4	4
66	4	4	5	4	5	4
67	4	4	4	4	4	5
68	4	4	4	4	5	5
69	5	5	5	4	4	5
70	5	5	5	5	5	5
71	5	5	5	4	5	5
72	5	5	5	5	4	4
73	5	5	5	5	4	5
74	4	5	4	4	5	4
75	3	5	4	4	4	4
76	4	5	5	4	4	4

No.	ER2	ER3	ER4	AVERAGE_ER	ERS1	ERS2
77	4	5	5	4	5	5
78	4	4	4	4	5	5
79	5	5	5	5	4	4
80	5	3	5	4	4	5
81	4	4	5	4	4	4
82	5	5	4	4	4	4
83	4	4	4	4	5	5
84	4	5	4	4	4	4
85	4	4	4	4	4	4
86	4	4	5	4	5	5
87	5	4	4	4	4	4
88	5	4	4	4	4	4
89	5	4	4	4	4	3
90	3	4	4	3	4	4
91	3	4	4	3	4	4
92	3	4	4	3	4	4
93	5	5	5	4	5	5
94	5	4	5	4	5	5
95	5	5	5	4	5	5
96	4	5	5	4	5	5
97	4	5	5	4	5	5
98	5	4	5	4	4	5
99	4	4	4	4	5	5
100	3	5	3	4	4	5

No.	ERS3	ERS4	AVERAGE_ERS	EA1	EA2
1	4	4	4	4	4
2	4	4	4	4	4
3	4	5	4	4	4
4	4	4	4	4	4
5	4	4	4	4	4
6	4	4	4	4	5
7	4	4	4	4	4
8	4	4	4	4	4
9	5	5	5	5	5
10	4	4	4	4	4
11	4	4	4	4	5
12	4	5	4	5	5
13	5	5	5	5	5
14	5	5	5	5	5
15	5	5	5	5	5
16	4	5	4	5	5
17	5	5	5	4	5
18	4	4	4	4	4
19	5	5	5	5	5
20	4	4	4	4	5
21	4	5	4	5	4
22	5	4	4	4	4
23	4	4	4	5	4
24	4	5	4	5	4
25	5	5	5	5	5
26	4	5	4	5	4
27	5	5	5	5	5
28	5	4	4	3	5
29	4	5	4	4	5
30	4	5	4	5	4
31	5	4	4	4	5
32	4	4	4	4	4
33	4	4	4	5	5
34	4	4	4	5	5
35	4	4	4	4	4
36	4	4	4	4	4
37	4	4	4	4	4
38	4	4	4	5	5

No.	ERS3	ERS4	AVERAGE_ERS	EA1	EA2
39	5	5	5	5	4
40	5	5	4	4	4
41	5	5	4	4	4
42	5	4	4	4	4
43	5	5	5	5	5
44	5	5	5	5	5
45	5	4	4	5	5
46	5	5	4	5	5
47	4	5	4	5	5
48	4	4	4	4	5
49	4	5	4	5	5
50	5	5	4	4	5
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56	4	4	4	5	5
57	5	4	4	4	4
58	4	4	4	4	4
59	4	5	4	5	5
60	5	5	4	4	5
61	4	4	4	4	4
62	5	4	4	5	5
63	4	4	4	4	4
64	4	5	4	4	5
65	4	4	4	4	4
66	4	4	4	4	4
67	5	5	4	4	4
68	5	5	5	4	4
69	5	5	4	4	4
70	5	5	5	4	4
71	5	5	5	4	4
72	5	4	4	4	4
73	5	4	4	5	5
74	5	5	4	5	5
75	5	5	4	5	5
76	4	4	4	4	5

No.	ERS3	ERS4	AVERAGE_ERS	EA1	EA2
77	5	5	5	5	5
78	4	5	4	5	5
79	4	5	4	4	5
80	5	4	4	4	4
81	4	4	4	5	5
82	4	5	4	4	4
83	5	5	5	5	5
84	5	4	4	4	5
85	4	5	4	5	5
86	5	5	5	4	5
87	4	4	4	4	4
88	5	4	4	4	4
89	4	4	3	4	5
90	5	4	4	5	5
91	4	5	4	3	5
92	4	4	4	5	4
93	5	5	5	5	4
94	5	5	5	4	5
95	5	5	5	4	4
96	5	5	5	4	4
97	5	5	5	5	4
98	4	4	4	4	5
99	4	4	4	4	5
100	5	5	4	5	4

No.	EA3	EA4	AVERAGE_EA	EE1	EE2
1	5	4	4	4	4
2	4	4	4	4	4
3	4	4	4	4	4
4	4	4	4	4	4
5	4	4	4	5	5
6	4	4	4	4	4
7	4	4	4	5	5
8	4	4	4	3	4
9	5	5	5	5	5
10	5	5	4	5	5
11	5	5	4	5	5
12	5	4	4	5	5
13	5	5	5	5	5
14	5	5	5	5	5
15	5	4	4	5	5
16	5	5	5	5	5
17	4	5	4	5	5
18	4	4	4	4	4
19	5	5	5	5	4
20	5	5	4	4	4
21	5	5	4	5	5
22	4	5	4	5	5
23	5	4	4	5	5
24	5	4	4	5	4
25	5	5	5	5	5
26	4	4	4	4	4
27	5	4	4	4	5
28	4	4	4	5	4
29	4	5	4	4	4
30	5	5	4	4	5
31	5	4	4	4	4
32	4	4	4	4	4
33	5	5	5	5	5
34	5	5	5	5	5
35	5	4	4	5	5
36	4	4	4	5	5
37	4	4	4	5	5
38	4	4	4	4	5

No.	EA3	EA4	AVERAGE_EA	EE1	EE2
39	4	4	4	3	5
40	5	4	4	4	5
41	4	5	4	4	5
42	4	4	4	4	4
43	5	5	5	5	5
44	5	5	5	5	4
45	5	5	5	4	4
46	5	5	5	5	5
47	5	5	5	4	4
48	4	4	4	4	5
49	4	4	4	4	4
50	5	5	4	4	4
51	5	4	4	5	4
52	4	4	4	5	4
53	5	5	5	5	4
54	5	5	5	3	4
55	5	5	4	4	4
56	4	5	4	5	5
57	4	4	4	4	4
58	5	5	4	4	4
59	5	5	5	5	5
60	4	5	4	4	5
61	5	5	4	4	4
62	5	5	5	5	5
63	4	4	4	4	4
64	4	5	4	4	5
65	4	4	4	4	4
66	4	4	4	4	4
67	4	4	4	4	4
68	4	5	4	4	4
69	4	4	4	4	4
70	4	4	4	4	4
71	4	4	4	4	4
72	4	4	4	4	4
73	5	5	5	5	5
74	4	5	4	5	5
75	5	5	5	5	5
76	5	5	4	4	4

No.	EA3	EA4	AVERAGE_EA	EE1	EE2
77	5	5	5	5	5
78	5	5	5	4	4
79	5	5	4	4	4
80	3	4	3	5	5
81	5	5	5	4	5
82	4	4	4	4	4
83	5	5	5	5	5
84	5	3	4	4	4
85	5	5	5	4	5
86	4	5	4	3	4
87	4	4	4	4	5
88	5	4	4	4	4
89	4	5	4	4	4
90	4	5	4	5	5
91	4	5	4	5	5
92	4	4	4	5	5
93	5	4	4	5	5
94	4	5	4	5	5
95	4	5	4	5	4
96	3	4	3	5	4
97	4	4	4	5	5
98	5	4	4	4	3
99	4	4	4	5	4
100	4	5	4	5	3

No.	EE3	AVERAGE_EE	PT1	PT2	PT3
1	4	4	4	4	4
2	4	4	4	4	3
3	4	4	3	4	4
4	4	4	4	4	4
5	4	4	4	4	4
6	4	4	4	5	5
7	5	5	4	4	5
8	4	3	4	2	4
9	5	5	5	5	5
10	5	5	4	4	4
11	5	5	5	5	5
12	5	5	4	5	5
13	5	5	4	5	5
14	5	5	4	4	4
15	5	5	4	4	4
16	5	5	4	4	4
17	5	5	3	4	4
18	4	4	4	5	5
19	5	4	5	5	5
20	5	4	4	4	4
21	5	5	4	3	3
22	5	5	4	4	4
23	5	5	4	4	4
24	5	4	4	5	4
25	5	5	4	4	5
26	4	4	4	4	4
27	4	4	4	5	4
28	5	4	4	4	4
29	5	4	5	5	4
30	4	4	4	4	4
31	4	4	5	4	4
32	4	4	4	4	3
33	5	5	3	4	4
34	5	5	4	4	4
35	5	5	4	4	5
36	5	5	4	5	5
37	5	5	4	4	5
38	4	4	4	2	4

No.	EE3	AVERAGE_EE	PT1	PT2	PT3
39	4	4	5	5	5
40	5	4	4	4	4
41	5	4	5	5	5
42	4	4	4	5	5
43	5	5	4	5	5
44	5	4	4	4	4
45	5	4	4	4	4
46	4	4	4	4	4
47	4	4	2	4	4
48	4	4	4	5	5
49	4	4	5	5	5
50	5	4	4	4	4
51	4	4	4	3	3
52	4	4	4	4	4
53	4	4	4	4	4
54	4	3	5	5	4
55	5	4	4	4	5
56	4	4	4	5	4
57	4	4	4	4	4
58	5	4	5	4	4
59	5	5	4	5	5
60	4	4	5	5	5
61	5	4	4	4	4
62	5	5	4	3	3
63	4	4	4	4	4
64	4	4	4	4	4
65	4	4	5	2	4
66	4	4	4	4	5
67	4	4	4	5	4
68	4	4	4	4	4
69	4	4	5	4	4
70	4	4	4	5	5
71	4	4	5	5	5
72	4	4	4	4	4
73	5	5	4	5	5
74	4	4	4	4	4
75	5	5	4	4	4
76	5	4	2	5	4

No.	EE3	AVERAGE_EE	PT1	PT2	PT3
77	4	4	4	4	5
78	4	4	4	5	4
79	5	4	4	5	5
80	5	5	5	5	5
81	4	4	4	5	4
82	5	4	4	4	4
83	5	5	4	4	5
84	4	4	4	5	4
85	4	4	5	5	4
86	4	3	3	5	4
87	4	4	5	4	4
88	5	4	2	4	5
89	4	4	4	5	4
90	5	5	4	4	4
91	5	5	4	4	5
92	5	5	5	4	4
93	5	5	4	5	2
94	5	5	4	5	4
95	4	4	5	4	4
96	4	4	5	4	5
97	5	5	5	5	4
98	5	4	4	4	5
99	5	4	5	5	5
100	4	4	2	5	3

No.	PT4	AVERAGE_PT	PR1	PR2	PR3
1	2	3	3	5	4
2	4	3	4	4	5
3	4	3	5	4	4
4	4	4	4	4	5
5	4	4	4	4	4
6	3	4	5	4	4
7	4	4	2	5	3
8	3	3	4	5	2
9	5	5	5	5	5
10	4	4	4	3	5
11	5	5	5	5	5
12	5	4	5	5	5
13	5	4	5	4	4
14	3	3	2	3	5
15	3	3	5	3	5
16	4	4	4	2	5
17	3	3	3	3	4
18	3	4	4	4	5
19	4	4	5	3	5
20	3	3	5	4	2
21	2	3	5	3	4
22	4	4	4	4	4
23	3	3	4	4	2
24	3	4	4	4	5
25	5	4	4	4	4
26	4	4	3	5	2
27	2	3	5	2	5
28	3	3	4	4	3
29	4	4	5	3	2
30	3	3	4	2	2
31	2	3	4	3	4
32	4	3	5	4	4
33	4	3	5	3	3
34	4	4	4	2	4
35	4	4	5	5	5
36	3	4	4	5	3
37	4	4	5	3	5
38	3	3	5	4	5

No.	PT4	AVERAGE_PT	PR1	PR2	PR3
39	5	5	4	4	4
40	4	4	5	3	5
41	5	5	3	2	5
42	5	4	4	5	2
43	5	4	3	3	4
44	5	4	4	4	5
45	5	4	5	3	5
46	4	4	2	3	2
47	3	3	4	5	4
48	3	4	4	2	5
49	4	4	3	3	4
50	3	3	4	4	5
51	5	3	5	3	4
52	4	4	5	4	4
53	3	3	5	3	4
54	5	4	4	4	4
55	5	4	4	4	2
56	4	4	4	4	5
57	4	4	4	4	4
58	3	4	3	5	5
59	3	4	4	5	2
60	4	4	4	4	3
61	3	3	4	5	4
62	5	3	4	4	5
63	4	4	4	5	4
64	3	3	5	5	4
65	5	4	3	5	4
66	5	4	5	4	4
67	4	4	2	4	5
68	4	4	4	5	4
69	5	4	5	3	5
70	5	4	4	4	5
71	4	4	2	3	4
72	3	3	4	4	4
73	5	4	4	5	3
74	4	4	4	4	5
75	3	3	5	4	4
76	5	4	3	5	3

No.	PT4	AVERAGE_PT	PR1	PR2	PR3
77	5	4	3	3	4
78	4	4	4	2	3
79	5	4	5	4	4
80	5	5	4	4	2
81	2	3	4	4	4
82	4	4	5	4	4
83	4	4	5	5	3
84	5	4	4	3	4
85	5	4	5	5	5
86	5	4	4	5	5
87	4	4	5	5	4
88	4	3	5	3	5
89	5	4	5	4	4
90	5	4	2	3	5
91	4	4	5	5	3
92	4	4	4	5	5
93	4	3	4	4	3
94	4	4	5	4	4
95	5	4	5	4	5
96	4	4	2	5	3
97	5	4	4	4	4
98	4	4	5	4	4
99	2	4	4	4	5
100	5	3	4	3	4

No.	PR4	AVERAGE_PR	PRS1	PRS2	PRS3
1	2	4	4	4	4
2	5	5	4	5	4
3	4	4	3	2	3
4	2	4	3	4	4
5	4	4	2	2	2
6	5	5	5	4	3
7	5	4	5	4	4
8	5	4	5	4	4
9	5	5	5	5	5
10	4	4	4	4	4
11	5	5	5	5	5
12	4	5	5	4	5
13	5	5	5	4	5
14	3	3	4	4	4
15	3	4	2	2	3
16	3	4	2	4	4
17	3	3	4	5	5
18	4	4	4	4	3
19	3	4	5	5	5
20	5	4	3	4	5
21	4	4	4	4	4
22	5	4	4	2	3
23	5	4	3	4	4
24	5	5	5	5	5
25	4	4	3	3	4
26	3	3	4	4	4
27	4	4	4	4	3
28	3	4	4	5	4
29	2	3	4	5	5
30	2	3	4	4	5
31	4	4	4	4	4
32	5	5	4	5	4
33	4	4	3	2	5
34	4	4	3	4	4
35	5	5	2	2	4
36	4	4	5	4	3
37	5	5	5	4	4
38	4	5	5	4	4

No.	PR4	AVERAGE_PR	PRS1	PRS2	PRS3
39	5	4	5	5	5
40	5	5	4	4	4
41	4	4	5	5	5
42	5	4	5	4	5
43	3	3	5	4	5
44	4	4	4	4	4
45	3	4	5	2	3
46	3	3	5	4	4
47	2	4	4	5	5
48	3	4	4	4	3
49	3	3	5	5	5
50	4	4	5	4	5
51	3	4	4	4	4
52	4	4	4	4	5
53	4	4	3	4	4
54	5	4	5	5	5
55	4	4	5	5	4
56	5	5	4	4	4
57	4	4	4	4	3
58	4	4	4	5	4
59	5	4	4	4	4
60	3	4	4	4	5
61	5	5	3	4	4
62	4	4	5	5	5
63	5	5	5	5	4
64	5	5	4	4	4
65	5	4	4	4	3
66	4	4	4	5	4
67	4	4	4	4	4
68	5	5	4	4	3
69	5	5	4	1	4
70	4	4	4	5	5
71	4	3	4	4	5
72	3	4	4	4	4
73	2	4	4	5	4
74	5	5	3	2	5
75	4	4	3	4	4
76	3	4	4	5	5

No.	PR4	AVERAGE_PR	PRS1	PRS2	PRS3
77	5	4	5	4	3
78	2	3	5	4	4
79	4	4	5	4	4
80	5	4	5	5	5
81	4	4	4	5	4
82	5	5	4	5	5
83	5	5	4	4	5
84	2	3	4	4	4
85	5	5	4	5	4
86	4	5	3	4	5
87	3	4	3	4	4
88	4	4	4	5	5
89	5	5	5	4	3
90	3	3	5	4	4
91	5	5	5	4	4
92	5	5	5	5	5
93	3	4	4	5	5
94	4	4	3	4	4
95	3	4	4	5	5
96	5	4	5	4	5
97	4	4	5	4	4
98	4	4	5	4	4
99	4	4	5	5	5
100	5	4	4	5	5

No.	PRS4	AVERAGE_PRS	PA1	PA2	PA3
1	4	4	4	4	4
2	4	4	3	4	4
3	4	3	3	2	4
4	5	4	4	4	4
5	2	2	3	4	4
6	4	4	4	5	4
7	4	4	4	4	4
8	4	4	4	4	5
9	5	5	5	5	4
10	4	4	4	5	5
11	5	5	5	5	4
12	5	4	4	5	2
13	4	4	4	4	4
14	4	4	4	4	4
15	2	2	4	4	5
16	2	3	3	4	4
17	5	4	4	4	5
18	3	3	2	4	4
19	5	5	5	2	5
20	5	4	5	3	5
21	3	3	4	4	4
22	4	3	4	4	4
23	3	3	5	4	5
24	5	5	4	4	5
25	3	3	5	5	5
26	3	3	4	5	4
27	4	3	4	4	4
28	5	4	4	4	4
29	4	4	4	4	4
30	5	4	4	3	4
31	4	4	4	4	5
32	4	4	5	5	5
33	4	3	4	4	4
34	5	4	4	5	2
35	2	2	2	4	4
36	4	4	4	4	4
37	4	4	4	5	4
38	4	4	4	4	4

No.	PRS4	AVERAGE_PRS	PA1	PA2	PA3
39	5	5	4	4	4
40	4	4	5	4	5
41	5	5	4	4	4
42	5	4	5	4	4
43	4	4	5	5	5
44	4	4	2	5	4
45	5	3	5	3	5
46	5	4	4	5	5
47	5	4	5	1	5
48	3	3	5	5	5
49	5	5	4	5	2
50	5	4	4	4	3
51	3	3	5	5	2
52	4	4	4	4	4
53	5	4	5	5	4
54	5	5	4	4	5
55	3	4	5	5	2
56	1	3	4	3	4
57	4	3	4	5	4
58	5	4	4	4	4
59	3	3	5	5	4
60	4	4	4	4	4
61	5	4	5	4	4
62	5	5	4	4	3
63	5	4	3	4	4
64	5	4	4	4	4
65	4	3	4	4	5
66	5	4	4	5	4
67	3	3	4	4	5
68	4	3	4	4	4
69	5	3	5	2	5
70	4	4	4	4	4
71	5	4	5	5	5
72	4	4	4	2	5
73	4	4	4	5	5
74	4	3	2	4	4
75	5	4	4	2	4
76	5	4	4	4	4

No.	PRS4	AVERAGE_PRS	PA1	PA2	PA3
77	4	4	2	4	5
78	4	4	4	5	5
79	4	4	5	5	3
80	5	5	4	4	4
81	4	4	4	5	5
82	4	4	5	4	3
83	5	4	2	4	4
84	4	4	5	4	4
85	4	4	5	5	5
86	4	4	4	4	4
87	5	4	4	5	4
88	5	4	4	4	4
89	4	4	2	4	4
90	4	4	5	4	5
91	4	4	4	4	4
92	5	5	5	4	4
93	4	4	5	5	5
94	5	4	5	2	4
95	5	4	5	3	5
96	4	4	4	5	5
97	4	4	5	5	1
98	4	4	2	5	3
99	5	5	4	5	3
100	4	4	2	4	5

No.	PA4	AVERAGE_PA	PE1	PE2	PE3
1	3	4	1	3	5
2	4	4	3	5	5
3	3	3	4	4	4
4	3	4	4	4	5
5	4	4	5	4	4
6	2	4	4	3	4
7	3	4	4	5	4
8	4	4	5	4	4
9	5	5	4	5	5
10	3	4	4	5	4
11	4	5	5	4	5
12	5	4	4	4	4
13	4	4	3	4	5
14	4	4	4	3	4
15	4	4	4	2	5
16	4	4	1	5	3
17	4	4	4	4	3
18	4	4	3	5	5
19	5	4	3	5	5
20	5	5	5	4	5
21	4	4	1	3	4
22	4	4	5	2	5
23	5	5	2	4	3
24	5	5	4	4	4
25	4	5	3	4	5
26	5	5	5	3	4
27	2	4	4	5	4
28	2	4	5	5	2
29	4	4	4	5	3
30	2	3	3	4	5
31	5	5	4	4	4
32	5	5	4	4	4
33	4	4	4	5	4
34	5	4	4	4	4
35	4	4	4	5	4
36	5	4	4	4	4
37	4	4	5	4	5
38	5	4	5	5	4

No.	PA4	AVERAGE_PA	PE1	PE2	PE3
39	5	4	4	5	4
40	4	5	4	4	5
41	4	4	5	5	5
42	4	4	4	5	5
43	3	5	5	5	4
44	5	4	5	4	4
45	5	5	4	4	4
46	5	5	4	5	5
47	2	3	1	4	4
48	5	5	4	3	2
49	5	4	3	5	3
50	4	4	3	4	4
51	5	4	4	5	5
52	4	4	5	4	4
53	5	5	4	5	5
54	3	4	4	4	5
55	5	4	5	3	4
56	5	4	4	5	4
57	4	4	4	5	5
58	3	4	5	5	4
59	4	5	4	4	5
60	3	4	4	5	1
61	2	4	4	5	5
62	4	4	5	4	5
63	4	4	4	4	5
64	4	4	5	5	4
65	4	4	4	3	5
66	3	4	4	4	5
67	4	4	4	5	4
68	3	4	4	4	4
69	5	4	4	4	4
70	5	4	4	5	4
71	5	5	5	4	5
72	5	4	3	5	4
73	5	5	5	4	3
74	5	4	4	5	4
75	5	4	5	4	5
76	4	4	5	5	4

No.	PA4	AVERAGE_PA	PE1	PE2	PE3
77	3	4	4	3	4
78	3	4	5	4	5
79	4	4	5	4	5
80	3	4	5	4	4
81	5	5	4	3	5
82	4	4	3	4	4
83	4	4	5	5	5
84	4	4	4	5	4
85	2	4	4	4	4
86	5	4	4	4	3
87	4	4	4	5	4
88	5	4	4	4	4
89	5	4	4	4	5
90	4	5	5	5	4
91	4	4	4	4	5
92	4	4	5	4	5
93	5	5	4	4	5
94	5	4	5	4	5
95	5	5	4	5	4
96	5	5	5	4	3
97	5	4	4	4	5
98	5	4	5	3	5
99	4	4	5	4	4
100	4	4	3	4	5

No.	AVERAGE_PE	AVERAGE_EKSPEKTASI
1	3	4
2	4	4
3	4	4
4	4	4
5	4	4
6	4	4
7	4	4
8	4	4
9	5	5
10	4	5
11	5	5
12	4	5
13	4	5
14	4	5
15	4	5
16	3	5
17	4	5
18	4	4
19	4	5
20	5	5
21	3	5
22	4	5
23	3	4
24	4	4
25	4	5
26	4	4
27	4	5
28	4	4
29	4	4
30	4	5
31	4	4
32	4	4
33	4	4
34	4	5
35	4	4
36	4	4
37	5	4
38	5	4

No.	AVERAGE_PE	AVERAGE_EKSPEKTASI
39	4	5
40	4	5
41	5	5
42	5	5
43	5	5
44	4	5
45	4	5
46	5	5
47	3	5
48	3	4
49	4	5
50	4	5
51	5	5
52	4	4
53	5	4
54	4	4
55	4	5
56	4	5
57	5	4
58	5	4
59	4	5
60	3	4
61	5	4
62	5	5
63	4	4
64	5	4
65	4	4
66	4	4
67	4	4
68	4	4
69	4	4
70	4	5
71	5	4
72	4	4
73	4	5
74	4	5
75	5	5
76	5	5

No.	AVERAGE_PE	AVERAGE_EKSPEKTASI
77	4	5
78	5	4
79	5	5
80	4	4
81	4	4
82	4	4
83	5	5
84	4	4
85	4	4
86	4	4
87	4	4
88	4	4
89	4	4
90	5	4
91	4	4
92	5	4
93	4	5
94	5	5
95	4	5
96	4	4
97	4	5
98	4	4
99	4	4
100	4	4

No.	AVERAGE_PERSEPSI	GENDER	USIA
1	4	2	4
2	4	1	1
3	4	2	3
4	4	1	1
5	4	1	1
6	4	1	4
7	4	1	4
8	4	2	1
9	5	2	3
10	4	2	2
11	5	1	2
12	4	1	2
13	4	1	3
14	4	2	4
15	4	1	3
16	3	2	4
17	4	2	3
18	4	1	4
19	4	1	3
20	4	1	3
21	4	1	2
22	4	1	3
23	4	1	4
24	4	1	4
25	4	1	4
26	4	1	3
27	4	2	2
28	4	1	3
29	4	1	4
30	4	1	4
31	4	1	1
32	4	1	3
33	4	1	4
34	4	1	3
35	4	1	2
36	4	1	3
37	4	1	4
38	4	2	3

No.	AVERAGE_PERSEPSI	GENDER	USIA
39	5	1	1
40	4	1	4
41	4	1	3
42	4	1	2
43	4	1	3
44	4	1	1
45	4	1	3
46	4	2	2
47	4	2	3
48	4	1	4
49	4	1	1
50	4	1	3
51	4	2	3
52	4	1	2
53	4	1	2
54	4	1	2
55	4	1	3
56	4	1	2
57	4	2	4
58	4	2	3
59	4	2	1
60	4	1	3
61	4	1	4
62	4	1	4
63	4	1	3
64	4	2	3
65	4	1	3
66	4	1	2
67	4	2	3
68	4	1	4
69	4	1	3
70	4	2	2
71	4	1	3
72	4	1	4
73	4	1	3
74	4	2	2
75	4	1	3
76	4	1	4

No.	AVERAGE_PERSEPSI	GENDER	USIA
77	4	1	4
78	4	1	1
79	4	2	1
80	4	1	1
81	4	2	3
82	4	1	4
83	4	2	3
84	4	1	1
85	4	1	3
86	4	1	4
87	4	1	3
88	4	2	2
89	4	1	3
90	4	1	3
91	4	1	2
92	5	2	3
93	4	1	3
94	4	1	2
95	4	1	4
96	4	1	4
97	4	2	3
98	4	1	1
99	4	2	4
100	4	2	2

No.	PEKERJAAN
1	3
2	2
3	2
4	2
5	3
6	2
7	1
8	2
9	2
10	2
11	2
12	1
13	2
14	2
15	2
16	3
17	2
18	2
19	2
20	2
21	2
22	1
23	2
24	4
25	2
26	3
27	2
28	2
29	2
30	2
31	3
32	2
33	2
34	2
35	2
36	1
37	2
38	2

No.	PEKERJAAN
39	3
40	3
41	2
42	2
43	2
44	4
45	2
46	2
47	2
48	2
49	3
50	2
51	2
52	1
53	2
54	2
55	2
56	3
57	1
58	2
59	2
60	3
61	2
62	2
63	2
64	3
65	2
66	2
67	1
68	2
69	3
70	2
71	2
72	2
73	1
74	2
75	2
76	2

No.	PEKERJAAN
77	3
78	2
79	4
80	1
81	1
82	2
83	2
84	3
85	3
86	3
87	2
88	2
89	1
90	2
91	2
92	1
93	2
94	2
95	1
96	2
97	2
98	3
99	2
100	1

T-Test

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Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 AVERAGE_ET	4.13	100	.442	.044
AVERAGE_PT	3.75	100	.539	.054

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 AVERAGE_ET & AVERAGE_PT	100	.180	.073

Paired Samples Test

	Paired Differences					t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Lower	Upper			
Pair 1 AVERAGE_ET - AVERAGE_PT	.380	.632	.063	.255	.505	6.011	99	.000

T-Test

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Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	AVERAGE_ER	4.15	100	.479	.048
	AVERAGE_PR	4.01	100	.520	.052

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	AVERAGE_ER & AVERAGE_PR	100	.043	.671

Paired Samples Test

		Paired Differences				t	df	Sig. (2-tailed)	
					95% Confidence Interval of the Difference				
					Mean				Std. Deviation
Pair 1	AVERAGE_ER - AVERAGE_PR	.138	.692	.069	.000	.275	1.987	99	.050

T-Test

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Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	AVERAGE_ERS	4.22	100	.440	.044
	AVERAGE_PRS	3.85	100	.657	.066

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	AVERAGE_ERS & AVERAGE_PRS	100	.045	.654

Paired Samples Test

	Paired Differences					t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Difference				
				Lower	Upper			
Pair 1 AVERAGE_ERS - AVERAGE_PRS	.370	.774	.077	.216	.524	4.780	99	.000

T-Test

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Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	AVERAGE_EA	4.22	100	.462	.046
	AVERAGE_PA	4.11	100	.407	.041

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	AVERAGE_EA & AVERAGE_PA	100	.068	.499

Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	AVERAGE_EA - AVERAGE_PA	.107	.595	.059	-.011	.226	1.807	99	.074

T-Test

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Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	AVERAGE_EE	4.29	100	.518	.052
	AVERAGE_PE	4.18	100	.458	.046

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	AVERAGE_EE & AVERAGE_PE	100	.001	.994

Paired Samples Test

		Paired Differences							
					95% Confidence Interval of the Difference				
					Mean	Std. Deviation			
Pair 1	AVERAGE_EE - AVERAGE_PE	.107	.691	.069	-.030	.244	1.543	99	.126

T-Test

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Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 AVERAGE_EKSPEKTASI	4.47	100	.255	.026
AVERAGE_PERSEPSI	4.12	100	.267	.027

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 AVERAGE_EKSPEKTASI & AVERAGE_PERSEPSI	100	.195	.052

Paired Samples Test

		Paired Differences							
					95% Confidence Interval of the Difference				
					Lower	Upper			
		Mean	Std. Deviation	Std. Error Mean			t	df	Sig. (2-tailed)
Pair 1	AVERAGE_EKSPEKTASI - AVERAGE_PERSEPSI	.347	.331	.033	.281	.413	10.464	99	.000

T-Test Ekspektasi_Gender

Group Statistics					
	gender	N	Mean	Std. Deviation	Std. Error Mean
AVERAGE_ET	1	72	4.10	.417	.049
	2	28	4.21	.499	.094
AVERAGE_ER	1	72	4.15	.465	.055
	2	28	4.14	.525	.099
AVERAGE_ERS	1	72	4.21	.442	.052
	2	28	4.25	.441	.083
AVERAGE_EA	1	72	4.19	.464	.055
	2	28	4.29	.460	.087
AVERAGE_EE	1	72	4.29	.516	.061
	2	28	4.29	.535	.101

		t-test for Equality of Means						
							95% Confidence Interval of the Difference	
		t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
AVERAGE_ET	Equal variances assumed	-1.193	98	.236	-.117	.098	-.312	.078
	Equal variances not assumed	-1.102	42.452	.277	-.117	.106	-.331	.097
AVERAGE_ER	Equal variances assumed	.092	98	.927	.010	.107	-.203	.223
	Equal variances not assumed	.088	44.409	.931	.010	.113	-.218	.238
AVERAGE_ERS	Equal variances assumed	-.423	98	.673	-.042	.098	-.237	.154
	Equal variances not assumed	-.424	49.363	.673	-.042	.098	-.239	.156
AVERAGE_EA	Equal variances assumed	-.885	98	.378	-.091	.103	-.296	.113
	Equal variances not assumed	-.889	49.622	.378	-.091	.103	-.298	.115
AVERAGE_EE	Equal variances assumed	.051	98	.959	.006	.116	-.224	.236
	Equal variances not assumed	.050	47.700	.960	.006	.118	-.231	.243

T-Test Persepsi_Gender

Group Statistics					
	gender	N	Mean	Std. Deviation	Std. Error Mean
AVERAGE_PT	1	72	3.82	.513	.060
	2	28	3.57	.573	.108
AVERAGE_PR	1	72	4.01	.524	.062
	2	28	4.03	.520	.098
AVERAGE_PRS	1	72	3.86	.678	.080
	2	28	3.82	.612	.116
AVERAGE_PA	1	72	4.14	.400	.047
	2	28	4.05	.427	.081
AVERAGE_PE	1	72	4.17	.426	.050
	2	28	4.23	.537	.102

		t-test for Equality of Means						
							95% Confidence Interval of the Difference	
		t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
AVERAGE_PT	Equal variances assumed	2.102	98	.038	.248	.118	.014	.482
	Equal variances not assumed	2.001	44.785	.051	.248	.124	-.002	.498
AVERAGE_PR	Equal variances assumed	-.170	98	.865	-.020	.116	-.251	.211
	Equal variances not assumed	-.171	49.622	.865	-.020	.116	-.253	.213
AVERAGE_PRS	Equal variances assumed	.270	98	.788	.040	.147	-.252	.331
	Equal variances not assumed	.282	54.220	.779	.040	.141	-.242	.321
AVERAGE_PA	Equal variances assumed	.901	98	.370	.082	.091	-.098	.262
	Equal variances not assumed	.876	46.538	.386	.082	.093	-.106	.270
AVERAGE_PE	Equal variances assumed	-.582	98	.562	-.060	.102	-.263	.143
	Equal variances not assumed	-.526	40.899	.602	-.060	.113	-.288	.169

One-Way Anova Ekspektasi_Pekerjaan

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
AVERAGE_ET	1	14	3.93	.267	.071	3.77	4.08	3	4
	2	66	4.15	.472	.058	4.04	4.27	3	5
	3	17	4.18	.393	.095	3.97	4.38	4	5
	4	3	4.33	.577	.333	2.90	5.77	4	5
	Total	100	4.13	.442	.044	4.04	4.22	3	5
AVERAGE_ER	1	14	4.07	.475	.127	3.80	4.35	3	5
	2	66	4.15	.504	.062	4.03	4.28	3	5
	3	17	4.12	.332	.081	3.95	4.29	4	5
	4	3	4.67	.577	.333	3.23	6.10	4	5
	Total	100	4.15	.479	.048	4.05	4.25	3	5
AVERAGE_ERS	1	14	4.00	.392	.105	3.77	4.23	3	5
	2	66	4.27	.449	.055	4.16	4.38	4	5
	3	17	4.18	.393	.095	3.97	4.38	4	5
	4	3	4.33	.577	.333	2.90	5.77	4	5
	Total	100	4.22	.440	.044	4.13	4.31	3	5
AVERAGE_EA	1	14	4.07	.475	.127	3.80	4.35	3	5
	2	66	4.26	.474	.058	4.14	4.37	3	5
	3	17	4.18	.393	.095	3.97	4.38	4	5
	4	3	4.33	.577	.333	2.90	5.77	4	5
	Total	100	4.22	.462	.046	4.13	4.31	3	5
AVERAGE_EE	1	14	4.50	.519	.139	4.20	4.80	4	5
	2	66	4.33	.536	.066	4.20	4.47	3	5
	3	17	4.00	.354	.086	3.82	4.18	3	5
	4	3	4.00	.000	.000	4.00	4.00	4	4
	Total	100	4.29	.518	.052	4.19	4.39	3	5

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
AVERAGE_ET	Between Groups	.759	3	.253	1.310	.276
	Within Groups	18.551	96	.193		
	Total	19.310	99			
AVERAGE_ER	Between Groups	.905	3	.302	1.326	.270
	Within Groups	21.845	96	.228		
	Total	22.750	99			
AVERAGE_ERS	Between Groups	.932	3	.311	1.636	.186
	Within Groups	18.228	96	.190		
	Total	19.160	99			
AVERAGE_EA	Between Groups	.473	3	.158	.732	.536
	Within Groups	20.687	96	.215		
	Total	21.160	99			
AVERAGE_EE	Between Groups	2.423	3	.808	3.209	.026
	Within Groups	24.167	96	.252		
	Total	26.590	99			

One-Way Anova Ekspektasi_USIA

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
AVERAGE_ET	1	14	4.14	.363	.097	3.93	4.35	4	5
	2	19	4.16	.501	.115	3.92	4.40	3	5
	3	40	4.15	.483	.076	4.00	4.30	3	5
	4	27	4.07	.385	.074	3.92	4.23	3	5
	Total	100	4.13	.442	.044	4.04	4.22	3	5
AVERAGE_ER	1	14	4.29	.469	.125	4.02	4.56	4	5
	2	19	4.11	.567	.130	3.83	4.38	3	5
	3	40	4.20	.516	.082	4.03	4.37	3	5
	4	27	4.04	.338	.065	3.90	4.17	3	5
	Total	100	4.15	.479	.048	4.05	4.25	3	5
AVERAGE_ERS	1	14	4.14	.363	.097	3.93	4.35	4	5
	2	19	4.16	.375	.086	3.98	4.34	4	5
	3	40	4.25	.494	.078	4.09	4.41	3	5
	4	27	4.26	.447	.086	4.08	4.44	4	5
	Total	100	4.22	.440	.044	4.13	4.31	3	5
AVERAGE_EA	1	14	4.14	.535	.143	3.83	4.45	3	5
	2	19	4.16	.375	.086	3.98	4.34	4	5
	3	40	4.30	.464	.073	4.15	4.45	4	5
	4	27	4.19	.483	.093	3.99	4.38	3	5
	Total	100	4.22	.462	.046	4.13	4.31	3	5
AVERAGE_EE	1	14	4.07	.475	.127	3.80	4.35	3	5
	2	19	4.32	.582	.134	4.04	4.60	3	5
	3	40	4.38	.490	.078	4.22	4.53	4	5
	4	27	4.26	.526	.101	4.05	4.47	3	5
	Total	100	4.29	.518	.052	4.19	4.39	3	5

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
AVERAGE_ET	Between Groups	.118	3	.039	.196	.899
	Within Groups	19.192	96	.200		
	Total	19.310	99			
AVERAGE_ER	Between Groups	.740	3	.247	1.077	.363
	Within Groups	22.010	96	.229		
	Total	22.750	99			
AVERAGE_ERS	Between Groups	.234	3	.078	.396	.756
	Within Groups	18.926	96	.197		
	Total	19.160	99			
AVERAGE_EA	Between Groups	.445	3	.148	.688	.562
	Within Groups	20.715	96	.216		
	Total	21.160	99			
AVERAGE_EE	Between Groups	.996	3	.332	1.245	.298
	Within Groups	25.594	96	.267		
	Total	26.590	99			

One-Way Anova Persepsi_Pekerjaan

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for		Minimum	Maximum
						Mean			
						Lower Bound	Upper Bound		
AVERAGE_PT	1	14	3.93	.475	.127	3.65	4.20	3	5
	2	66	3.67	.564	.069	3.53	3.81	3	5
	3	17	3.88	.485	.118	3.63	4.13	3	5
	4	3	4.00	.000	.000	4.00	4.00	4	4
	Total	100	3.75	.539	.054	3.64	3.86	3	5
AVERAGE_PR	1	14	4.11	.376	.101	3.89	4.32	4	5
	2	66	3.98	.543	.067	3.85	4.11	3	5
	3	17	4.00	.573	.139	3.71	4.29	3	5
	4	3	4.33	.144	.083	3.97	4.69	4	5
	Total	100	4.01	.520	.052	3.91	4.12	3	5
AVERAGE_PRS	1	14	3.93	.616	.165	3.57	4.28	3	5
	2	66	3.83	.646	.080	3.67	3.99	2	5
	3	17	3.76	.752	.182	3.38	4.15	2	5
	4	3	4.33	.577	.333	2.90	5.77	4	5
	Total	100	3.85	.657	.066	3.72	3.98	2	5
AVERAGE_PA	1	14	4.14	.350	.093	3.94	4.34	4	5
	2	66	4.11	.448	.055	4.00	4.22	3	5
	3	17	4.06	.313	.076	3.90	4.22	4	5
	4	3	4.25	.250	.144	3.63	4.87	4	5
	Total	100	4.11	.407	.041	4.03	4.19	3	5
AVERAGE_PE	1	14	4.24	.242	.065	4.10	4.38	4	5
	2	66	4.23	.476	.059	4.11	4.34	3	5
	3	17	3.94	.489	.119	3.69	4.19	3	5
	4	3	4.33	.333	.192	3.51	5.16	4	5
	Total	100	4.18	.458	.046	4.09	4.27	3	5

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
AVERAGE_PT	Between Groups	1.390	3	.463	1.626	.188
	Within Groups	27.360	96	.285		
	Total	28.750	99			
AVERAGE_PR	Between Groups	.502	3	.167	.611	.609
	Within Groups	26.295	96	.274		
	Total	26.797	99			
AVERAGE_PRS	Between Groups	.929	3	.310	.711	.548
	Within Groups	41.821	96	.436		
	Total	42.750	99			
AVERAGE_PA	Between Groups	.119	3	.040	.233	.873
	Within Groups	16.303	96	.170		
	Total	16.422	99			
AVERAGE_PE	Between Groups	1.234	3	.411	2.023	.116
	Within Groups	19.516	96	.203		
	Total	20.750	99			

One-Way Anova Persepsi_USIA

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for		Minimum	Maximum
						Mean			
						Lower Bound	Upper Bound		
AVERAGE_PT	1	14	3.93	.616	.165	3.57	4.28	3	5
	2	19	3.79	.535	.123	3.53	4.05	3	5
	3	40	3.70	.564	.089	3.52	3.88	3	5
	4	27	3.70	.465	.090	3.52	3.89	3	4
	Total	100	3.75	.539	.054	3.64	3.86	3	5
AVERAGE_PR	1	14	3.86	.487	.130	3.58	4.14	3	5
	2	19	4.22	.526	.121	3.97	4.48	3	5
	3	40	4.02	.508	.080	3.86	4.18	3	5
	4	27	3.94	.531	.102	3.73	4.15	3	5
	Total	100	4.01	.520	.052	3.91	4.12	3	5
AVERAGE_PRS	1	14	4.00	.784	.210	3.55	4.45	2	5
	2	19	3.79	.713	.164	3.45	4.13	2	5
	3	40	3.85	.622	.098	3.65	4.05	2	5
	4	27	3.81	.622	.120	3.57	4.06	3	5
	Total	100	3.85	.657	.066	3.72	3.98	2	5
AVERAGE_PA	1	14	4.07	.285	.076	3.91	4.24	4	5
	2	19	4.08	.344	.079	3.91	4.24	4	5
	3	40	4.17	.454	.072	4.02	4.31	3	5
	4	27	4.07	.438	.084	3.90	4.25	3	5
	Total	100	4.11	.407	.041	4.03	4.19	3	5
AVERAGE_PE	1	14	4.31	.243	.065	4.17	4.45	4	5
	2	19	4.28	.448	.103	4.06	4.50	3	5
	3	40	4.23	.436	.069	4.09	4.36	3	5
	4	27	3.99	.535	.103	3.78	4.20	3	5
	Total	100	4.18	.458	.046	4.09	4.27	3	5

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
AVERAGE_PT	Between Groups	.634	3	.211	.721	.542
	Within Groups	28.116	96	.293		
	Total	28.750	99			
AVERAGE_PR	Between Groups	1.348	3	.449	1.695	.173
	Within Groups	25.449	96	.265		
	Total	26.797	99			
AVERAGE_PRS	Between Groups	.418	3	.139	.316	.814
	Within Groups	42.332	96	.441		
	Total	42.750	99			
AVERAGE_PA	Between Groups	.211	3	.070	.417	.741
	Within Groups	16.210	96	.169		
	Total	16.422	99			
AVERAGE_PE	Between Groups	1.506	3	.502	2.505	.064
	Within Groups	19.244	96	.200		
	Total	20.750	99			